Eastern Bank

Eastern Bank TreasuryConnect Enhanced Lockbox User's Manual

This user's manual provides instructions for accessing services found within the Lockbox Group. Those services are:

Lockbox Permissions (only available to the Corporate Administrators)

Manage Reports

Remitters

Lockbox Reports

March 2011

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Eastern Bank

Enhanced Lockbox Module

The Enhanced Lockbox service allows the corporate administrators and corporate users to view lockbox information the bank has processed capturing check and remittance data. The bank scans the checks processed and if requested also the additional documents received with the check. The check information and images of items are delivered for viewing through the TreasuryConnect platform the same day they are processed. The corporate administrator can grant rights to users to view Lockbox information required to complete their daily task and reduce the need for paper delivery.

I. Corp Lockbox Permission Service:

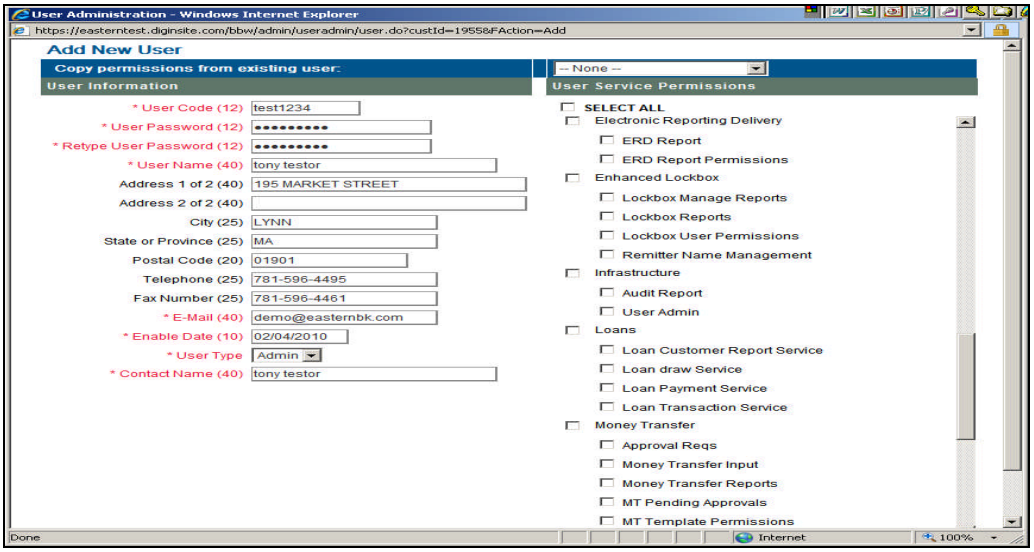
This service allows the Corporate Administrator to add and manage lockbox permissions to other users within the company.

A. Granting the User Lockbox Service Permissions

Before setting up the user with report permission you will need to grant them the Service Permission(s) for Lockbox. There are 3-4 permissions for this service:

- Manage Reports – Provides users access to Lockbox custom report set up
- Lockbox User Permissions – Admin function to permit users Lockbox access
- Lockbox Reports – permits users to view lockbox reports
- Remitter Name Mgmt – permits users access to managing remitter information

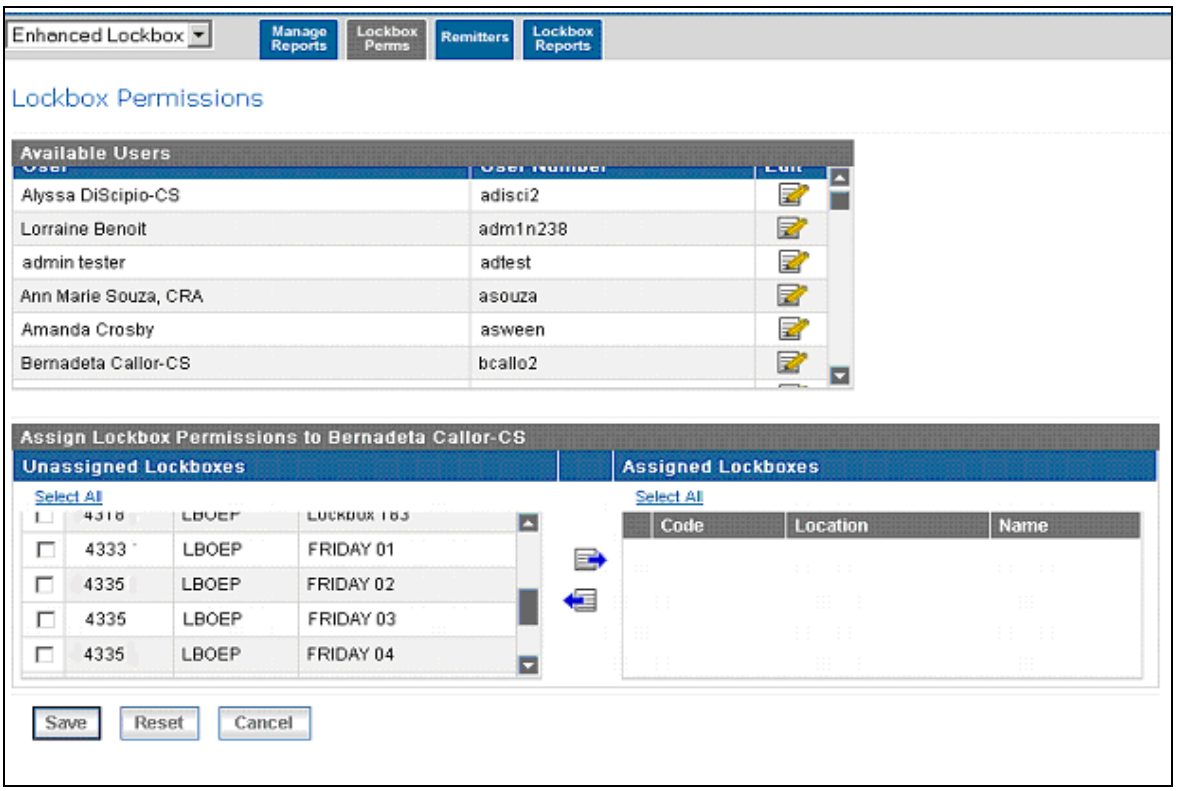
1. Go to the **User Administration** in the drop down list
2. Click on the User Admin tab
3. Select a User from the User list
4. Click on the **Services** link.
5. Click Enhanced Lockbox if the user should have all permissions or click which permissions the user should be permitted to.



B. Adding Lockbox Permissions

To grant User permissions to specific lockboxes, select the Enhanced Lockbox service in the drop down list and click the **Lockbox Perms** tab:

1. Select a user from the list
2. Click **Edit** in the far right column
3. Use the arrow buttons to move selected lockboxes between the unassigned and assigned lockbox lists. Select the Lockbox(s) you want to add/remove from the list by either clicking the individual check box next to the lockbox name or using the select all function.
4. Once all of the selections have been made click the **Save** button



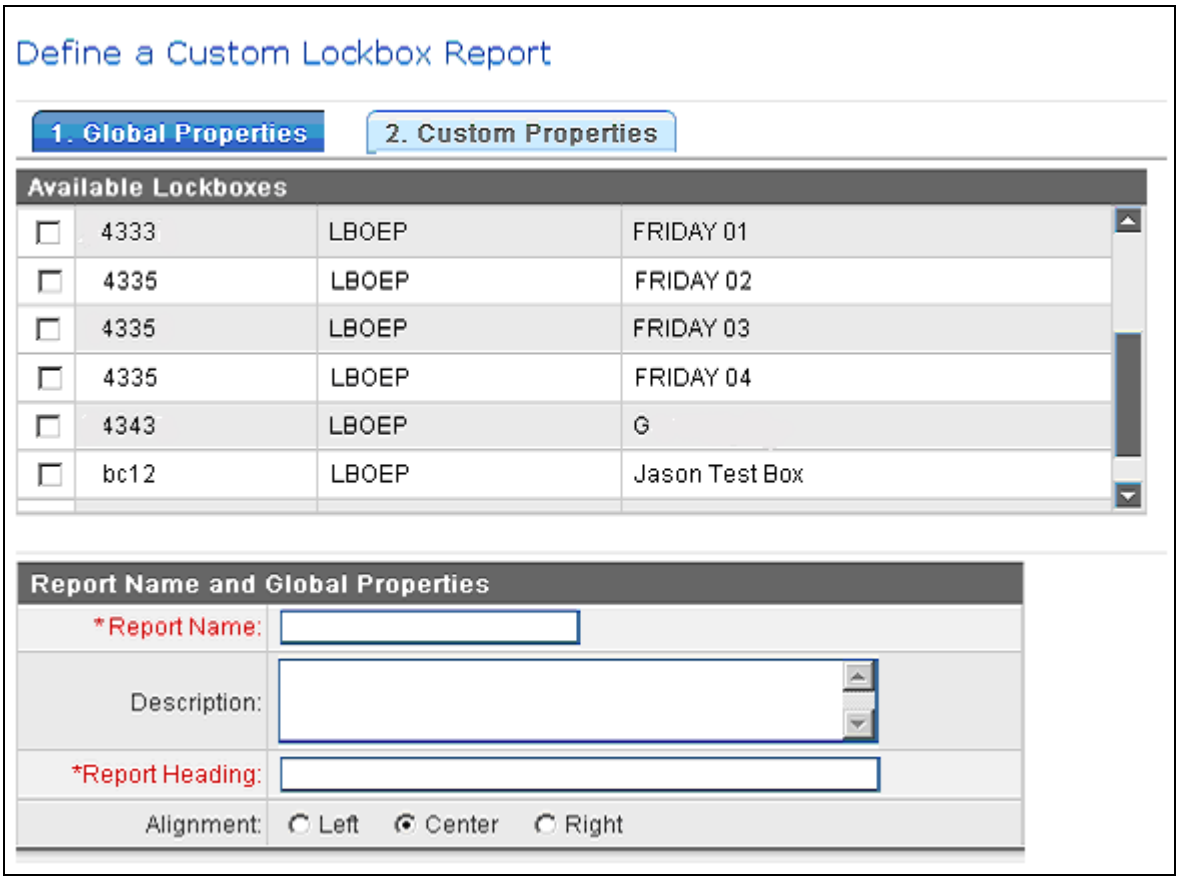
II. LOCKBOX MANAGE REPORTS

A. Creating New Lockbox Reports

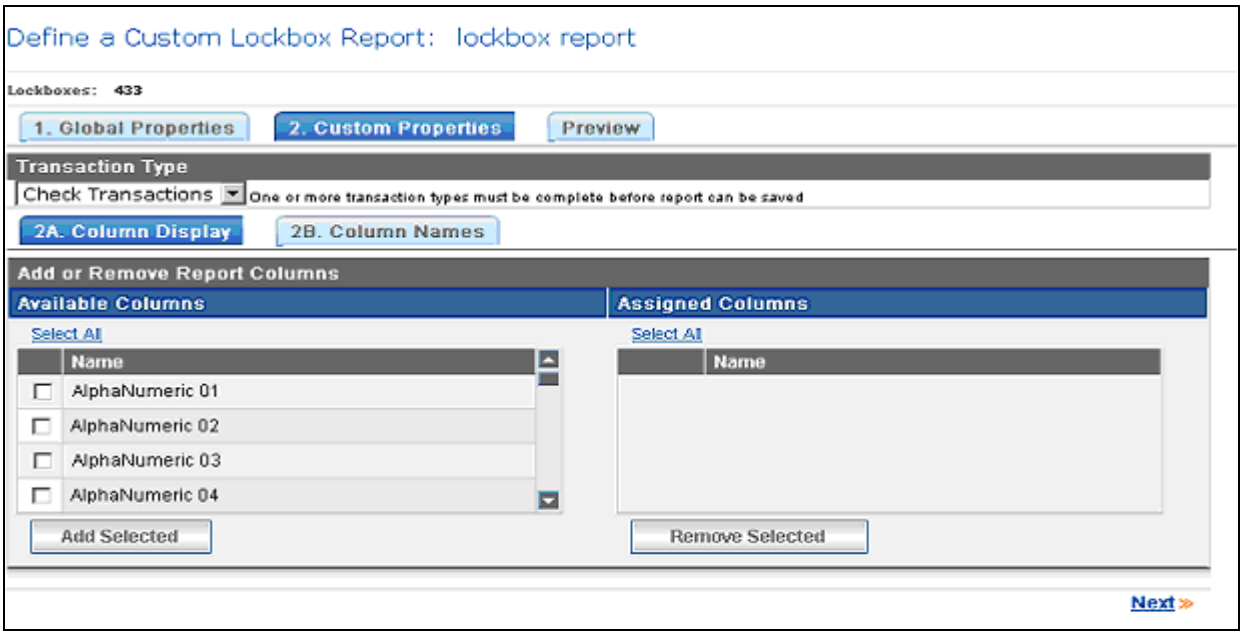
Use the ***Manage Reports*** feature to create customized reports, as well as make changes to existing reports. (This function is not available to all customers)

To create a new custom report, go to Enhanced Lockbox and then the **Manage Reports** tab:

1. Click **Add a Report**
2. A list of lockboxes and the report titles page will appear



3. Select the lockboxes to be included in the report, by selecting the checkbox next to the lockbox number.
4. Add a report name, description (optional) and report heading.
5. Click **Next**
6. Select the columns to be included on the report. This is done by selecting the required field by clicking the check box next to the field name, or clicking **select all**
7. Click **Add Selected** to move the required fields from the Available Columns to the Assigned Columns section of the screen



8. Click on **Next**

At this point you have the option to change the column headings to be something more meaningful to you and your company. You can also change the order of which the columns appear on the report.

9. To change the column headings for the report, type the new column name in the Change Name to section of the screen.
10. To change the order that the columns will appear on the report, on the Order section of the screen select the desired number to represent the order of the column from the drop down box next to the column heading.

11. To preview the format of the report, select the **Preview** tab.
12. Click the **Save** button. The report can now be accessed under the Lockbox Report tab.

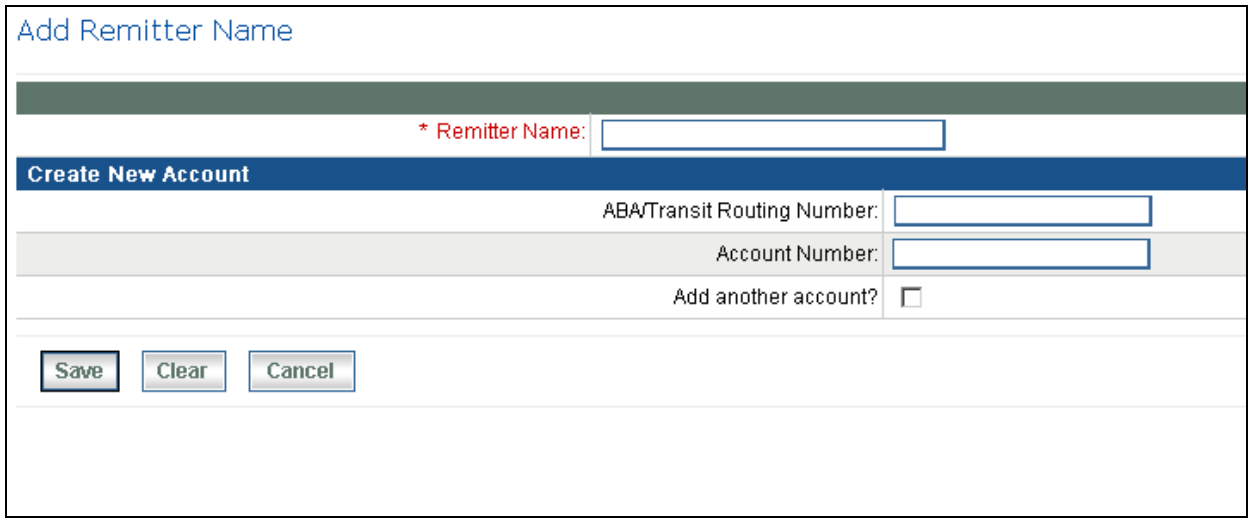
III. REMITTERS

Use the ***remitters*** service to:

- Create your own remitter table, this can be done either through a file upload or inputting the information manually

To create a remitter table, select the **Remitter** tab from within the Enhanced Lockbox service

1. To add a remitter manually click on the **Add a Remitter** button



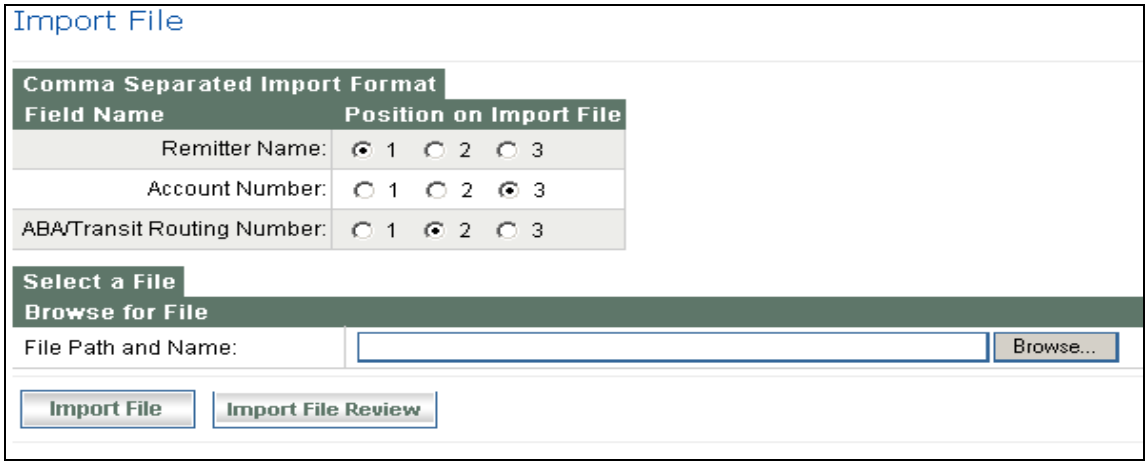
2. Type the Remitter Name, ABA/ Transit Routing Number and Account number in the corresponding fields. If you would like to add additional accounts for this remitter, select the Add another account checkbox

IV. IMPORTING REMITTERS

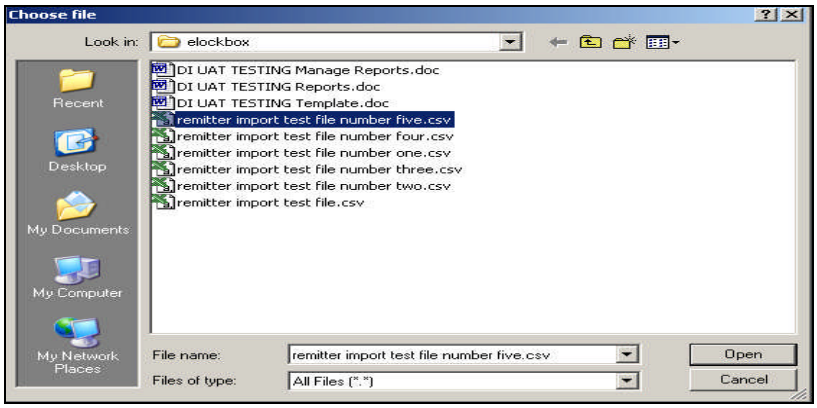
The Lockbox Remitter service allows you to option to import a list of Remitters.

A. Accessing the Remitter service

1. Once you are in the Enhanced Lockbox Module, click on the **Remitter** tab
2. Click **Import File**

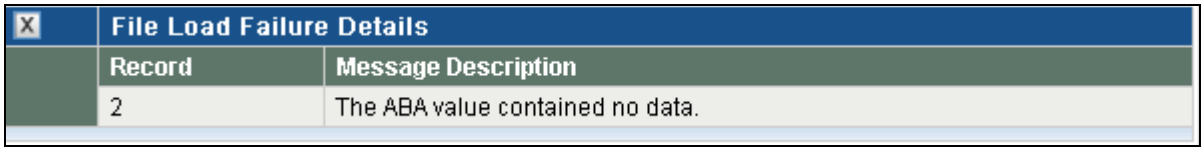


3. Select the order in which the source data file will have the data populated. For example, if you are importing from an Excel spreadsheet and the Remitter Name is the first column, the Account Number was the third column and the ABA/ Transit Routing Number was the second column you would populate the screen as indicated above.
4. Click the **Browse** button to search for your source file, select the file and click **Open**.



5. Click **Import**, the Import File Review Screen will appear, note that the Status and Details columns will show the status of the import file, a status of *success* and a *green check mark* indicate that Treasury Connect has imported the entire file.

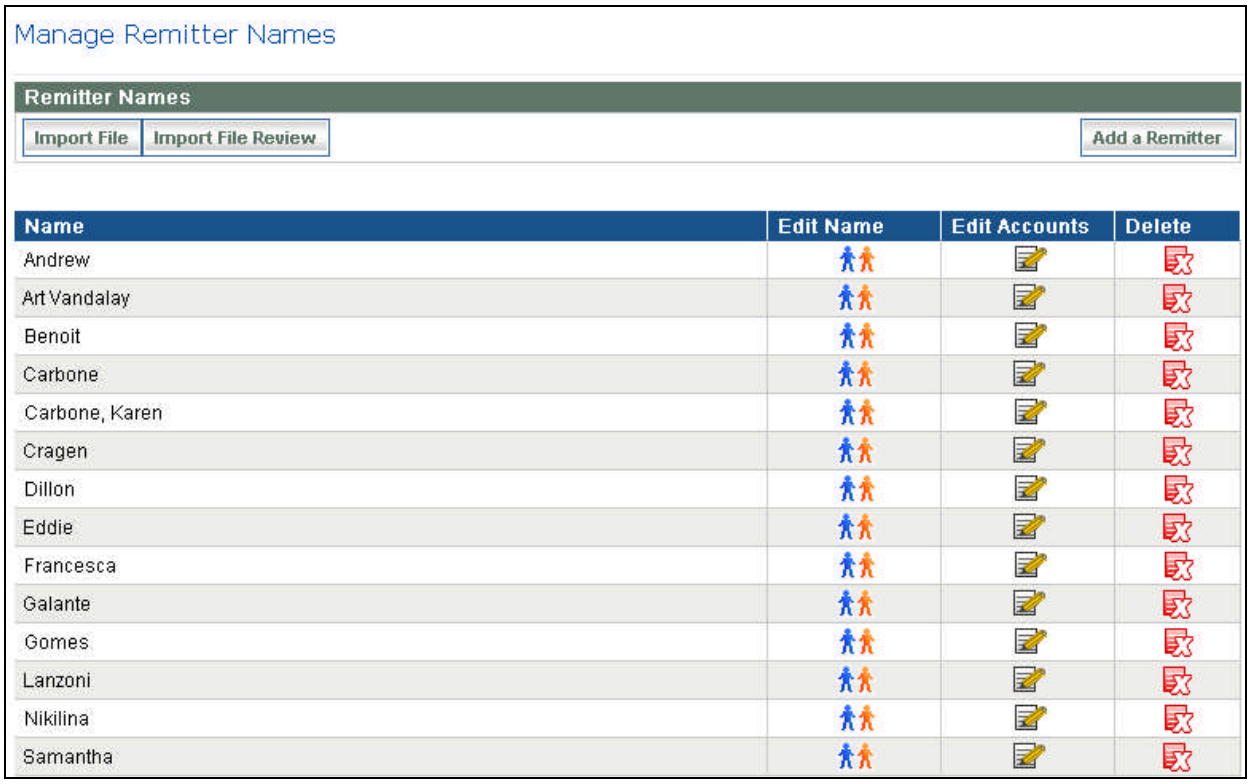
6. To see details on why a file was rejected or was only partially accepted click on the *magnifying glass* in the details column to get a description



7. The Remitter File Import is complete, you can import another file or go to another function within TreasuryConnect

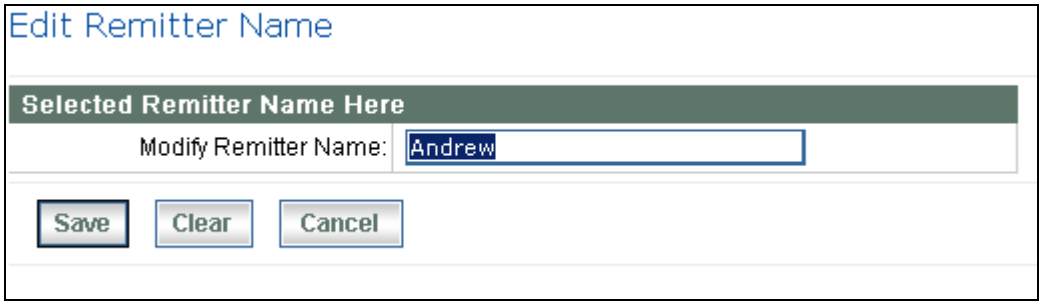
B. Changing or Removing Remitter Information

1. From the main Remitter screen
2. Click either **Edit Name**, **Edit Accounts** or **Delete** next to the remitter that needs to be modified. For specific details for each option see details below



Edit Remitter Name

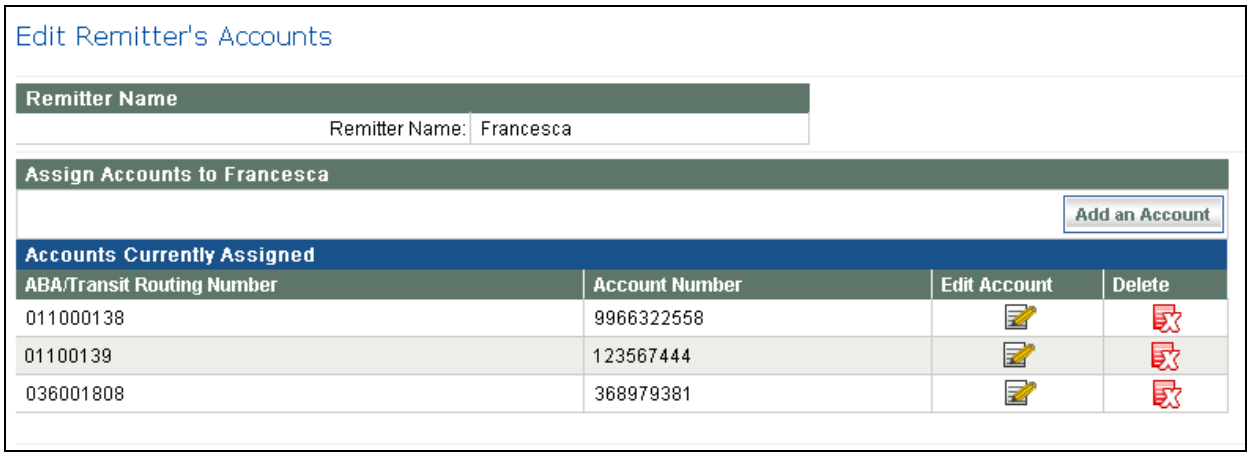
1. To Edit the Remitter Name, click the icon in the Edit Name Column corresponding with the remitter to be edited



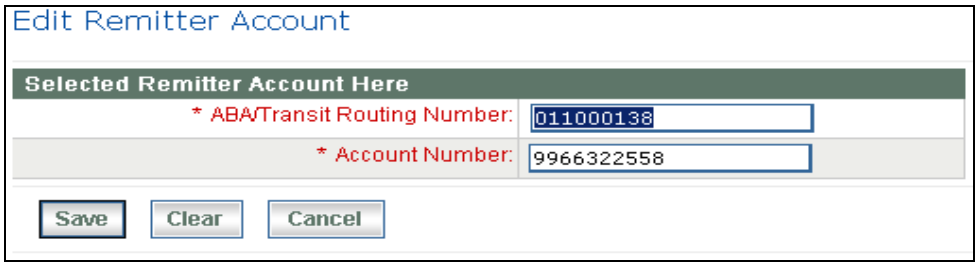
2. Make the appropriate modifications, click **Save**

Edit Remitter Accounts

1. To edit remitter account information, click the icon in the Edit Accounts Column corresponding with the remitter to be edited, the screen below will appear



2. At this point you can add an additional account for this remitter (click **Add an Account**), delete the account (click **Delete**) or edit the account information (click **Edit Account**). The edit account function allows you to modify the remitter ABA and Account number. The edit account button will bring up the following screen



3. Once the modifications are made click the **Save** button

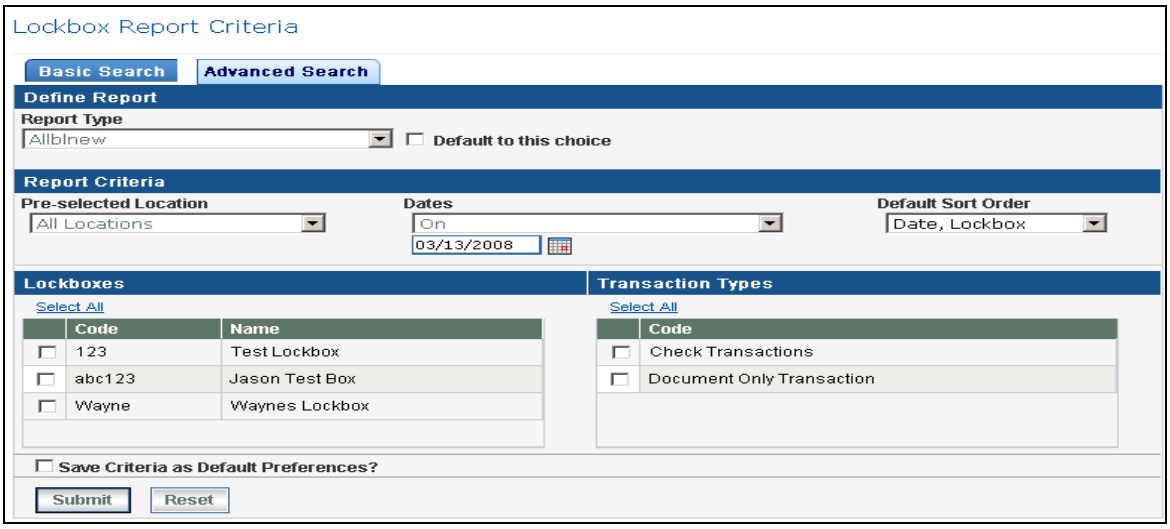
V. REPORTS

The Lockbox Reports service allows you to run either bank predefined reports or reports that you customized under the Manage Reports function. The Remitter service allows you the option to import a list of Remitters.

A. Accessing the Reports Service

1. Once you are in the Enhanced Lockbox Module, click on the **Reports** tab

Note: The lockboxes will only appear under the Lockbox section if there is information to report. If there is no activity for that Lockbox, the box number will not appear



2. Select the report that you would like to run from the **Report Type** drop down list.
3. Once the report is selected, select the Lockboxes you would like to include in the report. The available lockboxes are listed in the **Lockboxes** section of the screen. You have the option of selecting an individual box or all of the boxes listed. This is done by clicking on the Select All hyperlink.
4. Report Criteria- there are several options when running reports

   Pre-Selected Locations- The Eastern Bank Lynn lockbox Facility is the only selection in this drop down listing, you can leave this as the default of All locations

   Dates- There are several options for selecting dates, your options are:

   On- report information for a specific date

   After- report information after a specific date

   Before- report information before a specific date

   From to – report information for a specific date range

   On or After – report information on and after a specific date

On or Before – report information on and before a specific date

5. At this point you must select the transactions you would like to appear in the report. The transactions available for the report will be listed in the **Transaction Types** box. You have the option of selecting the individual transactions or using the Select All hyperlink.

Note: If you have created a custom report, when you go to run it you must still select the lockboxes and the detail information to be included in the report. You do have the option to save the specific criteria for the report by clicking the **Save Criteria as Default Preferences?** check box at the bottom of the screen

6. Click the **Submit** button, the report will be displayed

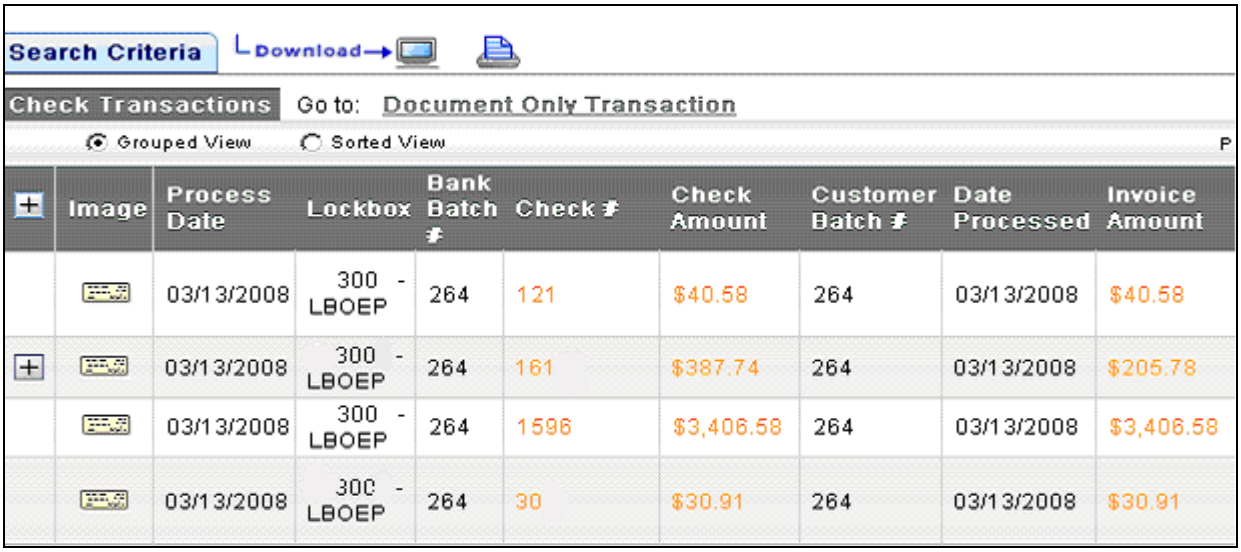


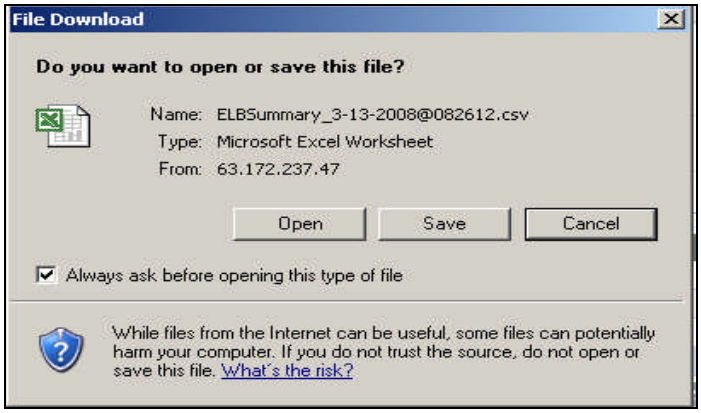
	Image	Process Date	Lockbox	Bank Batch #	Check #	Check Amount	Customer Batch #	Date Processed	Invoice Amount
		03/13/2008	300 - LBOEP	264	121	$40.58	264	03/13/2008	$40.58
+		03/13/2008	300 - LBOEP	264	161	$387.74	264	03/13/2008	$205.78
		03/13/2008	300 - LBOEP	264	1596	$3,406.58	264	03/13/2008	$3,406.58
		03/13/2008	300 - LBOEP	264	30	$30.91	264	03/13/2008	$30.91

7. To view the detail when there is a single check and multiple invoices simply click the plus sign in the left hand column to see the detail for each of the invoices. Please note that if the invoice or payment information for multiple lines within this single payment is the same as the line item above it will be displayed as a blank.
8. Once the report is generated and displayed on your screen, you have the option of printing or exporting the data.

9. To print the report click the **printer** icon

B. Exporting Data

1. To export the data click the **computer** icon, the file download screen will appear, click **open**


File Download
Do you want to open or save this file?
Name: ELBSummary_3-13-2008@082612.csv
Type: Microsoft Excel Worksheet
From: 63.172.237.47
Open
Save
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

2. At this point a Microsoft Excel like screen will appear. To manipulate the data further you must open the Microsoft Excel application and copy the data form TreasuryConnect into Excel, from here you can manipulate the data as needed.

C. Viewing Images

To view lockbox images of checks or documents you must first run a detail report. The report can be one of the predefined reports, or a report that you customized through Report Manager.

To run the report follow the instructions detailed in the reports section just above this one.

Once you have the detail report displayed on your screen.

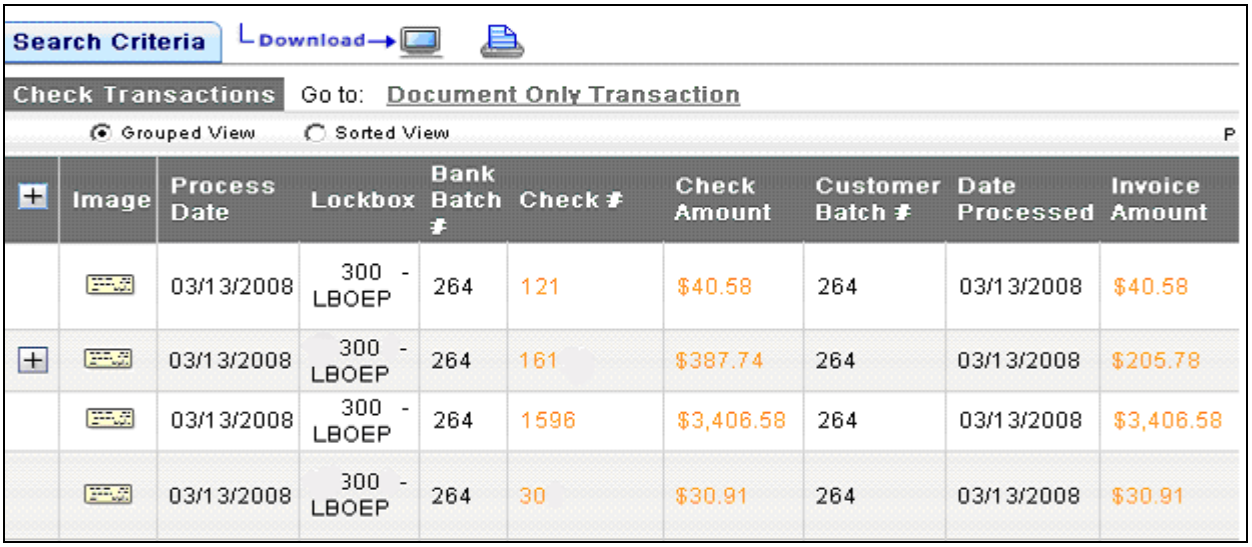
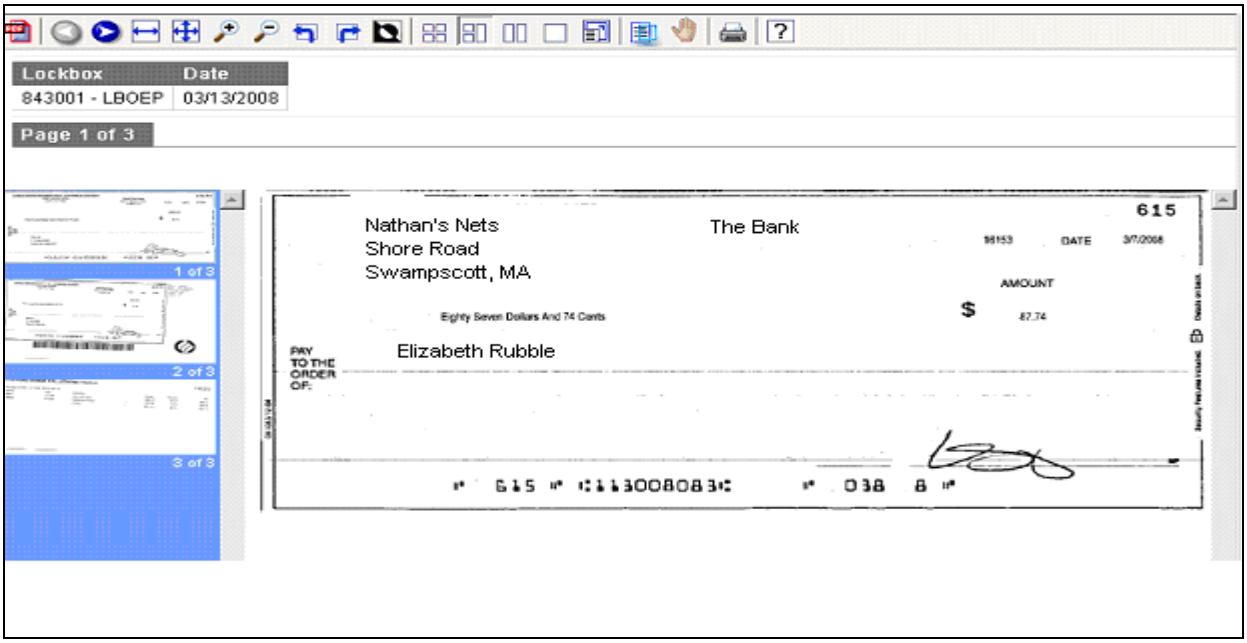


Image	Process Date	Lockbox	Bank Batch #	Check #	Check Amount	Customer Batch #	Date Processed	Invoice Amount
	03/13/2008	300 - LBOEP	264	121	$40.58	264	03/13/2008	$40.58
	03/13/2008	300 - LBOEP	264	161	$387.74	264	03/13/2008	$205.78
	03/13/2008	300 - LBOEP	264	1596	$3,406.58	264	03/13/2008	$3,406.58
	03/13/2008	300 - LBOEP	264	30	$30.91	264	03/13/2008	$30.91

1. To view the images, of either the document or the check click the check icon or any of the hyperlinks in orange on the detail line of the item, both the check and associated documents will display. If you would like to view document only transactions click on the Document Only Transaction hyperlink at the top of the screen, this will present a listing of those specific transactions.



2. Once the image is displayed you have several options from the tool bar at the top of the screen.

For example:

The button will export the item as a PDF

The buttons will allow you to enlarge or reduce the size of the image for easier viewing

The will print a copy of the image